Course Name: Comprehensive Care Clinic D3a
Course Number: 3520a
Course Weight: 6 credit hours
Course Director: Dr. Raquel Mazer, SDB 511, 934-1022 - Dr. Augusto Robles, SDB 507, 934-6157 – arobles@uab.edu
Office Administration: Ms. Daneka Nettles, SDB – Room 510
Time and Location: Comprehensive Care Clinic (SDB 2nd floor) and Treatment Plan Clinic (SDB 1st floor)
For the duration of the academic year: Fall and Spring term.
Required
2. SOD Clinic Policy Manual and other clinic discipline related guidelines and/or manuals, memos (disseminated via email or posted via Blackboard)
Information Dissemination: Information regarding clinic functions, policy updates and items of critical importance are disseminated via Blackboard, emails and electronic memoranda. Any clinical information or updates disseminated to students from the Director of Clinical Operations unit is considered pertinent and relevant to this course. The Comprehensive Care Clinic (CCC) Student Manual is available via Blackboard (BB) for reference and use by all students and faculty.
Attendance: Attendance to CCC rotations, Recall rotations and Treatment Plan Clinic is mandatory. The time allocated for patient treatment should be utilized at all times. Students are responsible for timely treating their own designated patients and may be asked to treat patients for the group on a per need basis.

The patient’s health status, needs and proper treatment sequence should guide the course of treatment at all times. Students are asked to continue to see patients until promotion to the next academic year or until graduation to serve patients of the CCC and the SOD.
Student Evaluation: Standard letter grades of A, B, C, or F are assigned in the Comprehensive Care Clinic D3a course. Students will receive daily feedback on clinical performance via Daily Grade assignment in SALUD. The average of all daily grades entered for the term will be incorporated into the final grade calculation. It is the student’s responsibility to verify at the close of each clinic session that they have received a Daily Grade. Daily Grades are NOT given after the close of the clinic session unless it is
Students will be evaluated by the CCC faculty bimonthly and on a term basis for this clinical course. Overall patient and case management/progression will be reflected via a Student Conference Meeting with the Faculty Group Manager. The Student Conference Form will document the encounter/s. Faculty (full and part-time) will also submit a Faculty Assessment grade twice each term (via Faculty Assessment Form). The grades will be based on a summation of interactions with each student throughout the months or term. These grades are submitted in writing and entered in the departmental database for CCC. For the criteria used refer to Rights and Responsibilities of the CCC Faculty and Student in this document.

Grade Calculation

<table>
<thead>
<tr>
<th>Grade Calculation</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td><strong>SALUD Daily Grade (DG) Average</strong></td>
<td>30%</td>
</tr>
<tr>
<td><strong>Faculty Assessment</strong></td>
<td>50%</td>
</tr>
<tr>
<td>Faculty Group Manager</td>
<td>20%</td>
</tr>
<tr>
<td>Faculty Assessment 1</td>
<td>15%</td>
</tr>
<tr>
<td>Faculty Assessment 2</td>
<td>15%</td>
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<tr>
<td><strong>FGM Meeting Feedback</strong></td>
<td>10%</td>
</tr>
<tr>
<td>(via Student Conference Form)</td>
<td></td>
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<tr>
<td><strong>Overall Performance in CCC (Merits/Demerits)</strong></td>
<td>10%</td>
</tr>
<tr>
<td>(Merits/Demerits)</td>
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</tbody>
</table>

Salud Daily Grades and DG Average

The following grade scale will be utilized by faculty and/or residents when assigning Daily Grades in the Comprehensive Care Clinic:

A or 5 - Excellent, well surpasses the expected standards.
   • This is entered into the grading system as a 90% score.
B or 4 - Exceeds the expected standards.
   • This is entered into the grading system as an 80% score.
C or 3 - Meets the expected standards.
   • This is entered into the grading system as a 70% score.
F or 1 - Failure. Fails to meet the minimum expected standards. Deemed and documented by the supervising instructor(s).
   • Scores of 1 and 2 are entered into the grading system as a 60% score.

Computed daily grades are averaged by taking into account all DG’s and all CCC rotation events (CCC, Recall, TPC). Grades should be entered in SALUD at the end of each clinic session. The grade should reflect the students overall performance for the session and feedback should be provided to the student at that time. Students are encouraged to assist other students or assist with other patients of the group when absolutely necessary. Daily grades are different than procedure grades or technical grades.
their patients fail to attend an appointment (i.e. student may offer to see a patient in TPC, student may offer to see a patient in recall).

Grades entered as **NG will not be recorded as a “zero”** grade but usually reflect lack of active patient treatment. Students are encouraged to seek another patient should they have patient cancelations and no-shows. Students are encouraged to assist other students as requested by the Comprehensive Care faculty.

All **missing Daily Grades** are calculated as a “zero” for that clinical session.

**Faculty Assessment Grades – 50%**
Are submitted twice each term. The CCC Faculty submit grades in writing to the administrative office of the Department of Restorative Sciences. Full and part-time faculty will be asked to grade students they have had sufficient clinic encounters to form an opinion of the student’s abilities, management skills, overall knowledge of dentistry and patient interaction. The grading criteria are outlined in the course objectives/ Rights and Responsibilities of the CCC Faculty and Student. These Faculty Assessment scores are averaged and represent 50% of the student course grade in the Comprehensive Care Clinic D3a course.

**Faculty Group Manager Meeting Feedback 10%**
Reflects the students’ general performance in the CCC. It is mandatory that the student meet each term with his/her Faculty Group Manager (FGM) to discuss overall academic, clinic and treatment progress for his/her patient group. Students should meet with the FGM at least once during a term. The meeting is documented via CCC Student Conference Form. **A copy of the complete, signed form must be turned in to Ms. Daneka Nettles (SDB 510).**

Students will receive full credit (10% of grade) in this grade category when achieving a minimum **satisfactory** rating in at least 80% of the key items (17 of 21). Student will receive half credit (5% of grade) in this grade category when achieving **satisfactory** ratings in 70% of the key items (15 of 21). **Satisfactory** ratings below the 70% mark will result in no credit (zero) in this particular grade category.

If a student presents with significant difficulties, the faculty may recommend that the student be closely monitored by the FGM and/or be removed from clinic until acceptable performance is observed. Students may be placed in the HiLAMP program as outlined in the Academic Performance Guidelines or as recommended by the Academic Performance Committee.

**Overall Performance in Comprehensive Care Clinic 10%**
(merits and demerits system)
In this grade category, the student earns a grade of 100 when no deductions or demerits have been recorded for the term. Each demerit results in a reduction of 5 points from 100 points that make up 10% of the Overall Performance grade. Infractions may include (but are not limited to): failing to comply with SOD
patient privacy and HIPAA guidelines, violation of infection control guidelines and the SOD dress code, neglecting the care of instruments or equipment checked out to the student, not attending a scheduled rotation, failing to tend to a scheduled patient appointment in CCC, Recall or TPC; failing to see patients for the group when instructed by faculty or the Patient Service Coordinator; mismanagement of patients and records; acting disrespectfully to staff or faculty and others as documented via Clinic Performance Form. The report on the infraction(s) must be submitted in writing, contain a narrative of the incident and signed by the faculty member or staff. The narrative should be submitted to the course director or the Dental Clinic Coordinator (Ms. Kathy Henson).

Other Obligations
Students are assigned Infection Control Rotations and Chart Administration Rotations. Both rotations are managed by the Director of Clinical Operations. Students scheduled on these rotations must attend and follow guidelines established by the Director of Clinical Operations and Infection Control Officer. Failure to attend the rotations without an excused absence will reflect negatively on the overall CCC grade and account for three demerits (15 point reduction). Should the student need a change in rotation, please contact the Director of Clinical Operations’ Office, Ms. Kathleen Diveley – SDB 210.

Students must also attend and pass the student-patient clinical interaction observation under Dr. McKenzie’s guidance. This observation will take place during the Spring term and must be arranged according to guidelines provided by Dr. McKenzie. Failure to attend the rotation without an excused absence will reflect negatively on the overall CCC grade and account for three demerits (15 point reduction).

Final Grade
Upon grade calculation, the following grade range will be utilized to calculate the final grade in this course:

A  4.4 – 5.0 - Excellent, well surpasses the expected standards.
B  3.7 – 4.3 - Exceeds the expected standards.
C  3.0 – 3.6 - Meets the expected standards.
F  Below 3.0 - Failure. Fails to meet the minimum expected standards

Remediation: Failure of the course may result in dismissal from the SOD, repetition of the academic year, or remediation of the course as decided by the Associate Dean for Academic Affairs after review of the student’s academic progress and consultation with the Academic Performance Committee. Due to the clinical nature of this course, if remediation is offered it is conducted during the following term and usually is accomplished via course retake.

Course Evaluation: Course evaluations are administered by the Office of Academic Affairs.


Accommodations: If you are registered with Disability Support Services, please make an appointment with the course director, Dr. Raquel Mazer, as soon as possible to discuss accommodations that may be necessary. If you have a disability but have not contacted Disability Support Services, please call 934-4205 or visit DSS at the 9th Avenue Office Building, 1701 9th Avenue South, Suite 100.

Course Goals & Objectives: The University of Alabama School of Dentistry has several goals that shape and help define the educational and clinical activities at the School; among these goals are:
1. to provide excellence in dental care for every patient treated at the School, and
2. to produce the highest quality dental practitioners for the State of Alabama.

The primary objective of the Comprehensive Care Clinic courses 3520a, 3520b, 4520a, and 4520b is to emphasize the importance of comprehensive care of the patient, to emulate a practice environment and to place the patients’ needs as first priority in designing a plan of oral and health care. The CCC provides an environment where the practices of various academic disciplines merge to collaborate, develop a plan of treatment and provide the proper sequence of care for the patient.

The philosophy of the Comprehensive Care Program is to train dental students to provide excellence in comprehensive dental care for their patients in a setting that emulates private practice. Patients are assigned to treatment teams for comprehensive dental care. Dental students trained in the Comprehensive Care Clinic are to exceed competency in all disciplines and develop a well-rounded global understanding of modern comprehensive dental care.

Listed below are Rights and Responsibilities of the CCC Faculty and Student:

The attending faculty will assess the student’s performance based on the following criteria:
1. Professionalism: Displays a professional attitude toward faculty, Patient Service Coordinators, staff, and patients throughout all interactions.
2. Complies with the School of Dentistry Student Code of Ethics.
3. Complies with the School of Dentistry Student Dress Code.
4. Complies with the School of Dentistry Clinic Policy Manual.
5. Demonstrates care and concern for patient welfare (patient-centered care).
   a. Consideration of patient needs and adjusts treatment plans to meet these needs.
   b. Consideration of patient needs and adheres professionally to faculty and/or staff instruction pertaining to patient treatment.
6. Records Management: All dental records (paper and electronic) must be accurate, neat and legible and adhere to both the School of Dentistry and Department policies regarding patient records, particularly as relative to proper storage, security and confidentiality (HIPAA compliance).
7. Manages referrals appropriately including timely referral to the appropriate recall program (example: hygiene recall, denture recall, periodontal maintenance, specialty clinics).
8. Provides timely hygiene maintenance to all patients on the student’s patient list, monitors patients for continuity of care and provides timely care.
9. Complies with clinical and departmental guidelines, policies and procedures related to patient treatment, equipment utilization, records management, billing and patient accounts management.
10. Asepsis and Infection Control: Strictly adheres to the policies and procedures set forth in the School’s Infection and Hazard Control Manual.
11. Verifies that he/she has received a Daily Grade in Salud at the end of every Comprehensive Care Clinic session.
12. Organization and preparation for each clinic session.
13. Performs lab work in a timely manner.
14. Utilizes clinic time well including timely seating of patient and managing treatment time well.
15. Follows an appropriate treatment sequence.
16. Manages urgent treatment needs appropriately.
17. Seeks consultation and advice appropriately.
18. The faculty will provide feedback to students via daily grade, verbal counseling, demonstration of procedures, monthly or quarterly meeting and written feedback as deemed appropriate.

**Competencies addressed in this course:**

2.1 Apply principles of ethical reasoning to patient care.
2.2 Apply principles of professional responsibility to patient care.
2.3 Practice within one’s scope of competence, making referral when necessary.
3.1 Apply appropriate interpersonal and communication skills.
3.2 Apply psychosocial and behavioral principles in patient-centered health care.
3.3 Communicate effectively with individuals from diverse populations.
4.1 Assess individual preventive treatment needs concerning the etiology and control of oral diseases and conditions.
4.2 Assess individual health education needs to develop counseling techniques and self-care regimens designed to motivate patients to assume appropriate responsibility for their oral health.
4.3 Provide preventive treatment to patients.
5.2 Apply principles of risk management, informed consent and appropriate record keeping to patient care.
5.3 Apply legal and regulatory concepts to patient care.
6.2 Perform a comprehensive patient evaluation that collects diagnostic data and complete patient history (including chief complaint, medications, systemic health, behavioral, socioeconomic, and cultural information) to assess the patient’s medical, oral, and extraoral conditions.
6.3 Develop a differential, provisional, and/or definitive diagnosis by interpreting and correlating findings from the patient examination.
6.4 Develop a properly sequenced treatment plan based on the patient examination and diagnostic data.
6.6 Identify and refer complex treatment needs.
6.8 Manage restorative needs that preserve tooth structure and/or replace defective tooth structure to maintain health, function and esthetics.
6.15 Prevent, recognize and manage medical and dental emergencies
6.17 Determine prognosis and evaluate oral health care outcomes and maintenance.